# Kentec
## Electronics Ltd



# Loop
# Explorer 2

**NOTE:  LE1 will continue to work on legacy products including Syncro AS/Elite RS variants but will not be developed further or be able to commission new panel models or hardware, however we advise you to change to LE2 as soon as possible.**

LE1 has been in existence since 2000 and was originally designed to work with Windows 2000. It has gone thorough many iterations but has not been significantly modified for over 8 years since the implementation and release of LE2 through our cloud based Virtual Resource.

Virtual Resource is Kentec's "Cloud Based" learning and development platform and the mechanism where engineers can access and download the LE2 software, programming configuration tool – it will be the only way to commission and programme our addressable panels.

LE1 configuration files may become corrupted when edited using the latest versions of Microsoft operating systems and it's development software application is not being updated to work with them. LE1 cannot be updated to support new panels, panel features and new devices produced by our protocol partners.

Kentec technical support team receives over 7,000 calls per year relating to LE1, which is an old product and has been superseded by LE2. These calls are often simply trying to resolve IT compatibility issues with Windows and are a major distraction to our resources, block up the support lines and do not provide value added services to our customers.

Our analysis of these calls also identifies a high frequency of installers using out-of-date versions, which may affect the performance of the fire system and we advise that LE1 is not used even on legacy systems.

Therefore, from 1st February 2023 LE1 is no longer supported and will not be available for transmission or download. Except for Syncro to Taktis bridge configuration migration support, any requests for technical support for LE1 will not be provided.

## *So, what are the options and next steps?*

Step 1 – Customers convert to LE2 before 1st February 2023 - this is a simple process!

Each engineer must apply for a Virtual Resource Account either directly with Kentec (LE2 application) or via your local Kentec Authorised Distributor (KAD).

Step 2 – Remove and uninstall LE1 as this may conflict with LE2 and corrupt the project files storage folders.

Step 3 – Save your individual LE2 licence number to your phone as each engineer will need it as part of our security checks to gain access to our technical support line.

## *So, what are the Benefits of an LE2 user license?*

- Each individual LE2 user has a unique reference number and is linked to our CRM – it means we can actively monitor and support each individual caller, record every ticket and improve our response, it can also be used to identify their training needs going forward.
- Automatic update alerts - LE2 alerts when a new updated version is available, ensuring your configuration software is never out of date.
- Allows access to our technical support line and product experts.
- Allows access to our web-based product and engineer training sessions.

Kentec was one of the original protagonists and driving forces behind "Open Protocol" and remains true to the ethos of making products and software available to all. LE2 remains open to our customers and is also available to other service and maintenance providers that do not buy our products but on a paid annual subscription basis.

## Are there any costs involved and who is affected?

The increase in support calls and to maintain the high level of response expected has been met by Kentec and we continue to invest in our technical support team by recruiting more people to manage the increased demand. We are fully committed to delivering excellent technical support and training for our valued customers.

However, over 30% of our received calls are not from "customers" i.e service and maintenance companies not buying and installing Kentec products but those which are only servicing and maintaining products already installed by others.

The purchase price of our products also covers an expected level of after sales support from the purchaser, but this is not sustainable when companies who choose not to buy our products expect the same level of service as our buying customers.

To make it fairer for all customers and for those that are only using our technical support services, we will be introducing a fee system for LE2*. It remains available to all installers and maintainers but a small annual subscription of £35 (+VAT) per user will be levied.

- KIP – nothing changes. Your engineers/technicians get access to LE2, technical support and training for free in accordance with the conditions of the KIP agreement.
- OEM – nothing changes. Your engineers/technicians get access to LE2, technical support and training for free in accordance with the conditions of the OEM/KAD agreement.
- If you are an Installer which has a direct account with Kentec – you should consider becoming a KIP and gain the benefits of the scheme.
- Installer & maintainer of Kentec products but not an active direct customer – You will need to purchase an LE2 user license per engineer at £35 (+VAT) per year. Your LE2 licences will also entitle the user to access our web-based product training free of charge.

  *Note: LE2 configuration database access permissions are granted only based on products purchased (Taktis permissions given only for KIP's)*

Applications for LE2 can be made via our Loop Explorer 2 website page

We expect most applications and payments will be processed within 2 working days.


## Accessing Kentec Technical Support

The technical support line and team remains a valuable resource and service to our customers and can only be accessed if the technician/engineer has an active LE2 user account, it is therefore essential that they are familiar with our new process which includes security checks to prove the identity and authentication of the caller:

- LE2 unique customer and user ID code
- User contact details including current employer, address, telephone number etc.

Where products have been purchased via our OEM and KAD partners, you should direct your technical support enquiries to them, alternatively you can call Kentec tech support line with an active LE2 license.

Most other enquiries (e.g., handbooks, operating & user instructions, loop and panel calculators, BIM files, brochures and technical FAQ's) can be dealt with by accessing the Resources and Technical pages on our website.

If you have any questions the sales team can be contacted on the below to discuss the options for installers to become KIP's and how our KAD's can also benefit from this new LE2 implementation.

Kentec Technical Support Model

**Kentec R&D**

Kentec Product Management

Kentec Field Support & Training

Kentec Technical Support

"Train the Trainer"
- Software programming
- Hardware Training
- LE2 control & management
- Installation
- Fault finding/problem solving

Access via LE2 purchase

Kentec support for KIP engineers
- Software programming
- Hardware Training
- Installation
- Fault finding/problem solving

OEM Customer
Level 2 & 3 tech support team

KAD
(Kentec Authorised Distributor)

KIP
(Kentec Installation Partner)

**Maintainer/Installer**

(Non Kentec purchaser/In-direct customer)

End-User

Commissioning

System Planning

Installation

Technical problems

Service & Maintenance

Fault Finding

Design